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ABSTRACT

This secondary unit of instruction on telephone techniques is one of sixteen Common Core Units in Business Education (CCUBE). The units were designed for implementing the sixteen common core competencies identified in the California Business Education Program Guide for Office and Distributive Education. Each competency-based unit is designed to facilitate personalized instruction and may include five types of materials: (1) a teacher's guide, which provides specific strategies for the units as well as suggestions for the use of the materials: (2) a student manual, which directs the student through the unit's activities and jobs and brings the student to the competency level for the unit: (3) working papers, which are consummable materials used in completing the jobs and activities described in the student manual: (4) pre/post tests and quizzes: and (5) suggested electronic media. A strategies manual and the California Business Education Program Guide and supplements are also available--see note. (LRA)

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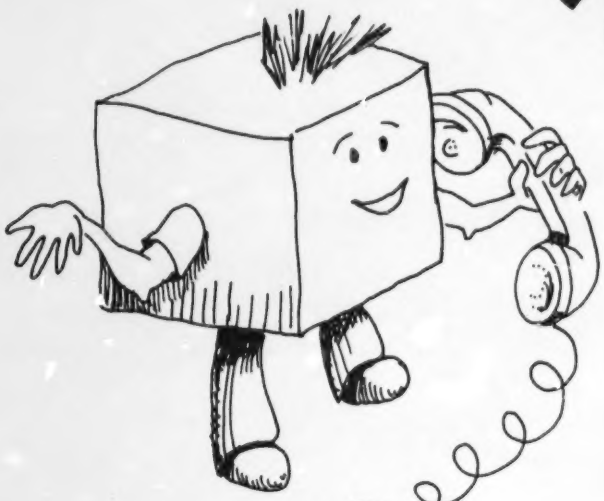
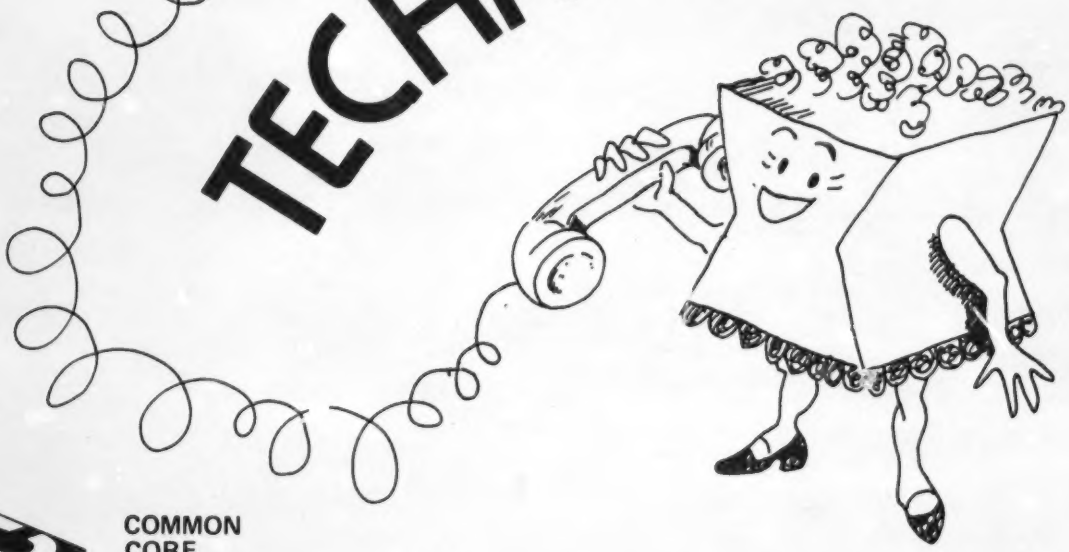
# TELEPHONE TECHNIQUES





COMMON
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CE 027 602

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# TELEPHONE TECHNIQUES

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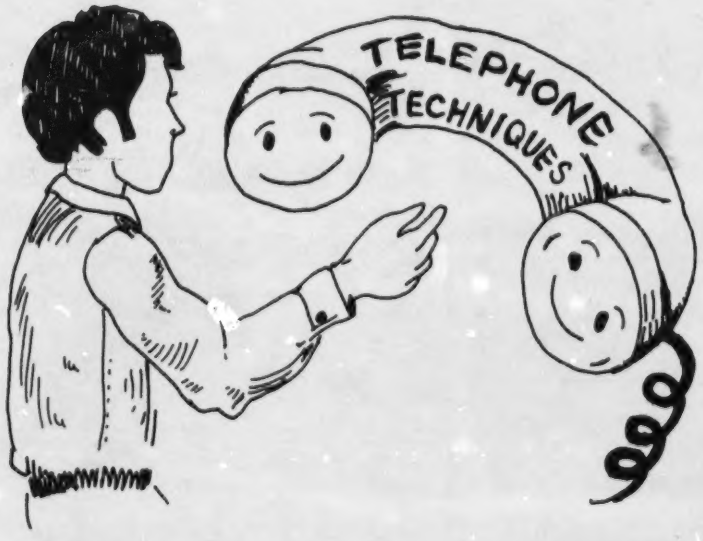
# A BUSINESS EDUCATION UNIT ON TELEPHONE TECHNIQUES

Do you know that right this minute there are thousands of working people who are doing business on the telephone? Did you know that the telephone is used in about 95 percent of all business transactions? Do you know that you might someday be involved in one of these transactions?

Many people have been refused jobs because they cannot talk properly on the telephone. Some people have lost jobs because they cannot handle business calls on the telephone.

Answering and placing calls on the telephone is really easy if you know the right procedure. However, the right procedure is not only what you say, it is also how you say it. You can learn how to use the telephone correctly. You may someday be representing your company on the telephone.

This unit will explain correct telephone procedures. Knowing correct telephone procedures can help you get a job – and keep it.



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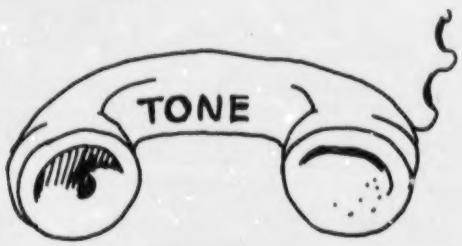
# YOUR TELEPHONE VOICE

When you talk on the telephone the other party is not able to see you. You cannot rely on your grooming or attractiveness to win points with the other party. Your image will be created by your telephone voice. What you say and how you say it will guide the other party to form an opinion about the kind of person you are. Here are some hints which will help you to develop a good telephone voice.




The tone of your voice will affect ease of conversation, so:

- Speak distinctly
- Speak clearly
- Speak in a normal tone – not too fast or too slow
- Speak with variance of tone – let your voice rise and fall naturally

The words you use will affect the quality of your conversation, so:

- Do not use slang
- Do not say "yea" or "nope"
- Do say "please" and "thank you"
- Do give clear explanations

The manner in which you speak will affect the attitude of the other party, so:

- Be pleasant
- Be friendly
- Be sincere
- Be helpful
- Be natural

Your respect for others will affect the image the other party builds of you during the conversation, so:

- You should give the other party your undivided attention
- You should show personal interest
- You should not interrupt
- You should avoid long conversations

Do you think you remember all of this?

## Activity 1

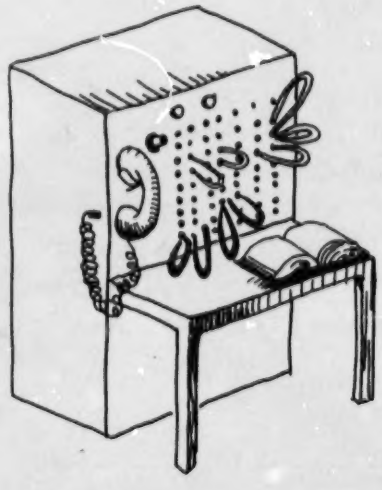
**Complete ACTIVITY 1 in the activity section**

# INCOMING CALLS

Many of you have answered the telephone at home with no problems. Answering the telephone on the job can be just as easy if you know the right procedure. First you should be familiar with the types of phones that you may be using on the job.

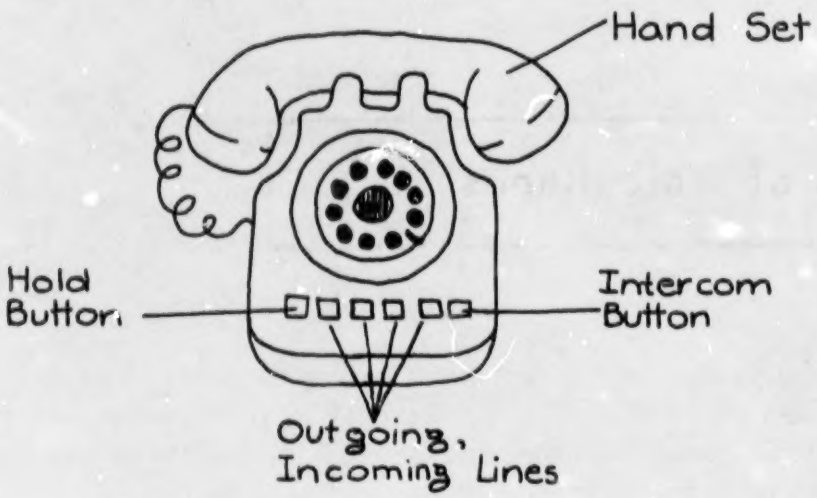
## Types of Telephones

Not many years ago the PBX (Private Branch Exchange) was quite common in business offices. This is also called a switchboard. The PBX is a cord-type switchboard. It allows an operator to handle many calls at once. An operator can control both incoming and outgoing calls. The PBX is still in many companies but is gradually becoming outdated.



Many of us are familiar with the regular telephone. It is similar to the type that most of us have at home. Sometimes calls come directly to this regular phone, but in some companies the calls must first go through a switchboard. The switchboard operator answers the incoming call. She then connects the proper desk telephone by use of cord or keys on her switchboard.

The type of telephone that is becoming most popular in businesses today is the *push button telephone*. The push button telephone is a telephone with button-like keys that can have as many as five lines and a *hold button*. The hold button is so the user can leave the line to answer or place a call on another line, using the same telephone. We will be referring to the push button phone in our examples; however, most of the same procedures can be applied to the regular telephone. Notice the sample of the push button phone.




Notice that the hold button is always the button at the left side. This hold button is usually red. Since there are numbers written on each of the other five buttons, this means you have five lines, four for outside lines and one for use within the office. This, the *intercom line,* is for communication to be established with other telephones in the company by using direct lines instead of the switchboard. Whenever one of the buttons is lit, it means someone is talking on that line. So you should remember never to pick up on a line that has a solid light on it.

Time for another check-up.

## Activity 2

**Complete ACTIVITY 2 in the activity section.**

# Answering The Telephone

You will now learn how to answer the push button telephone. When your desk telephone rings, a button will begin to flash. This means you have a call coming in. Try to answer the call immediately, even on the first ring if this is possible. Why do you answer so quickly? Because

- You do not want to waste the caller's time
- You do not want to disturb other people in the office
- You want to give the impression that you are alert

Next, push down on the button that is flashing and pick up the hand set. Be sure to push down on the button first or you may cut into someone else's conversation.

TO ANSWER
- phone rings
- push down on flashing button
- pick up hand set

Now that you have the telephone in your hand, you must speak. "Hello" is appropriate for answering the telephone at home. However, there are certain ways that most companies would like you to answer the telephone. Here are several common methods which are used by businesses.

If the call did not come through a switchboard, but came directly to your line, you should answer by first giving the company name and then by identifying yourself. An example would be:

"Stockton Record, Margo Gonzales speaking"

Your company may have a policy of having calls answered with a pleasant good morning or good afternoon. An example would be:

"Good morning, San Diego Hauling, Margo Gonzales speaking"

If the call comes through a switchboard first, you would not have to answer with the company name. The company would have been identified by the switchboard operator. In such a case you should answer with your department name first and then always identify yourself. An example would be:

"Payroll Department, Miss Yee speaking"

Of course you could sound a little more pleasant by adding some friendly words. An example would be:

"Payroll Department, Miss Yee, may I help you"

Do you think you can remember all of this?

## Job 1

11

**Turn to the job section of your workbook. Complete JOB 1**

# Transferring A Call

Sometimes the call you answered is not for you. You may have to transfer the call to another telephone. Here is how you would transfer the call. Say to the caller

"one moment please"

or

"one moment please, I'll ring her office"

or

"one moment please, I'll see if she is in her office"

To place the caller on hold while you are seeking the person being called, push firmly on the hold button and release it. The line button for the line on which you were speaking will snap up and begin to flash on and off. The line to the caller is still connected. However, you can use your phone to make an intercom call. Always remember to press that important hold button. This is most important. If you do not, you will lose the caller because the connection will be broken.

Now that the caller is on hold, push down on the intercom line button and dial your boss's number and tell her the line number of the incoming call. Then hang up your hand set. Your boss will press the flashing button which you have directed her to. She then will be connected to the caller.

TO TRANSFER A CALL

1. say "one moment please"
2. push down on the hold button and release it
3. push down on the intercom line button
4. dial the extension number of the person being called
5. tell what line the incoming call is on
6. hang up your hand set

Check up time again.

## Activity 3

**Complete ACTIVITY 3 in the activity section**

# Taking Messages

You will now look at a situation that frequently occurs when answering the telephone in a business office. The person being called may not be able to answer the call, so you might answer in the following manner.

"I'm sorry she is not at her desk right now, may I take a message?"

or

"I'm sorry Mrs. Chavez is out of the office right now, may I take a message?"

Never say "She is busy right now." This may offend the caller in thinking your boss is too busy to speak with the caller. Your company certainly does not want to offend any customers. It would also be well for you to add: (1) when the person is expected back and (2) ask if you could be of help.

There are message pads that most companies have. These little forms are used to record telephone messages. To take a message, the information needed is:

DATE 1/30/76 TIME 2:15 P.M.
TO Mrs. Lopez

WHILE YOU WERE OUT

M s. Sally Jones OF "Sacramento Bee"
PHONE NO. (415) 876-1239
(Area Code)

TELEPHONED ☒ WILL CALL AGAIN ☐ WILL RETURN ☐
PLEASE CALL ☒ WAS IN ☐ IMPORTANT ☐
MESSAGE _____
SIGNED C. Brett

phone number of caller

message

date

time of call

name of caller

Recording the correct information is very, very important. Here are some helpful hints for you.

HELPFUL HINTS

- If you cannot hear, ask the caller to speak louder.
- If you do not understand, ask the caller to repeat.
- Always get the caller's telephone number. This saves looking it up.
- If you cannot spell the caller's name, ask the caller to spell it for you.
- Before you hang up, read back the information to the caller. This will insure that it is accurate.

Can you record a telephone message?

## Job 2

**Turn to the job section of your workbook. Complete JOB 2**

# OUTGOING CALLS

When you work in business, you will not only receive calls but you will also have to place calls. The first important point is to prepare yourself for the call.

Have all the necessary information needed to ask, and to answer questions. This may include file folders, notes, appointment schedules, calendar, etc.

Be sure you have the correct phone number. If in doubt, look it up.

Try to call during business hours and avoid lunch times.

Now that you are ready to make the call, you will view the procedure for outgoing calls on the push button phone.

You have already learned that when the buttons on the telephone are lit, it means someone is talking on those lines. Therefore, when placing an outside call, you must find a button on your telephone that is not lit. Once you have found an open line (one that is not lit) push down on this button. Pick up the hand set. Dial the number you are calling. Be sure to give the person time to answer. Eight to ten rings is suggested.

TO PLACE AN OUTGOING CALL

- find a button that is not lit
- push down on that button
- pick up the hand set
- dial the number

Do you know all of these steps?

## Activity 4

**Complete ACTIVITY 4 in the activity section**

Once you have placed your call and the party has answered, it is helpful to identify yourself before starting the conversation. This will save a lot of time. For example, when the party answers you could say:

"This is Sam Neal calling, may I speak with Mrs. Lew?"

You could even identify your company like this:

"This is Sally Perez from Fresno Travel Service, is Mr. Allen in please?"

Many times when you are speaking on the telephone at work, a call will come in on another line and you will have to answer it. There are certain steps to remember when this occurs. If you are speaking on the telephone and another line rings, the light on the line that is ringing will begin to flash. If you must answer the call, first ask the person with whom you are speaking if he can wait while you answer the other line. If he agrees, push the hold button. The button will now begin to flash. Go to the call that is coming in. Push down on that flashing button and answer. Do not let the person on the other line wait too long before you get back to him.

This is an important procedure, so let's review the steps. If you are speaking on the telephone and another line rings, you should:

- ask the person with whom you are speaking if he will wait while you answer the other call
- push down on the hold button and release it
- go to the call that is coming in, push down on that button and answer

Time for another assignment.

## Job 3

**Turn to the job section and complete JOB 3**

# TYPES OF TELEPHONE CALLS

You can save time and money for yourself and your company if you are familiar with different types of calls that can be made or received on the telephone.

A *station-to-station* call is a call made to a distant point. On this type of call, the caller will speak to anyone who answers. From most telephones it is now possible to make this type of call without the help of an operator.

A *person-to-person* call is a call to a particular person at a distant point. On this type of call you must give the operator the name of the person whom you are calling. From some telephones this type of call can be dialed direct but an operator will cut in to ask the name of the person being called.

Both of the above types of calls are considered long distance calls. Before placing a long distance call, the time of day is an important fact to consider. This is true because there are time differences across the country. It is helpful for you to refer to a time zone map before placing long distance calls. Make sure that company policy permits long distance calls before you place one.

San Francisco, Ca.

New York, N.Y.

This is the completion of the Section on Types of Telephone Calls and it is also the final section on Telephone Techniques. It is time to:

## Activity 5

**Complete ACTIVITY 5 in the activity section**

## Job 4

**Turn to the job section and complete JOB 4**

# TELEPHONE TECHNIQUES
# Teacher's Guide and Key

## INTRODUCTION

An overwhelming majority of employers look for good telephone techniques when hiring employees for business positions. Teaching these techniques has always been a problem for educators. This unit has been prepared to aid the instructor in teaching the basic procedures of telephone techniques.

## COMPONENTS OF THE UNIT

The total unit consists of a slide/tape presentation and written materials. The unit was set up in a manner so that you can use the two together or they can be used independently. Most students learn best when they see, hear, read, and write. Therefore, it is suggested that you use the total unit.

If the total unit is used, the slide/tape presentation should be shown first. Halfway through this presentation, the viewer is instructed to turn the machine off and to see the teacher for instructions. At this point you are to decide if you want the student to do the written material. The other option would be to have a group discussion of what was viewed. You can see that the material can be used in a group or an individual basis.

The written material consists of information to read, activities to do, and jobs to do. The activities and jobs appear at various points while reading the information. The activities are self evaluated so the student can check his progress as he performs them.

## LEVEL OF DIFFICULTY

The unit was written using realistic situations that will be encountered in the business world. The reading level averages approximately eighth grade level. Therefore, the unit can be used in junior high schools, high schools, and with adult students.

## PERFORMANCE OBJECTIVES

This unit was written to teach the performance objectives established by the California Bureau of Business in its common core Telephone Technique Unit. However, these objectives will have to be altered to fit the needs of you, the teacher, and to fit the needs of each student. You will see a need to eliminate some objectives and to add others. It is suggested that you give the revised objectives to each student. The list of the objectives follows.

Given a list of questions pertaining to the proper use of a person's voice on the telephone, the student will answer the questions with 90% accuracy.

Given descriptions of different types of telephones and systems, the student will be able to identify each with 90% accuracy.

Given a business situation of an incoming call on a push button telephone, the student will list the steps to be taken to answer the call with 100% accuracy.

Given a business situation of an incoming call on a push button telephone, the student will demonstrate the correct words to use when answering the telephone to the satisfaction of the instructor.

Given a business situation of an incoming call on a push button telephone, the student will list the steps necessary to transfer the call with 100% accuracy.

Given a business situation of an incoming call and an answer pad, the student will record all the necessary information for taking a message with 100% accuracy.

Given a business situation of an outgoing call on a push button telephone, the student will list the steps to be taken to place the call with 100% accuracy.

Given a business situation of an outgoing call on a push button telephone, the student will demonstrate the correct words to use once the call has been received to the satisfaction of the instructor.

Given a list of questions pertaining to long distance calls, the student will answer the questions with 90% accuracy.

Given a time zone map, the student will list the various time differences in locations across the country with 100% accuracy.

**PRE-TEST/POST-TEST**

A pre-test/post-test has been developed for use with this unit. An alternate post-test has also been developed. These tests are located at the end of this guide. You may remove these tests from the guide and use them to prepare masters that can be used for each student.

## ADDITIONAL ACTIVITIES

As previously stated this unit was developed to aid the teacher in teaching the basic procedures of telephone techniques. However, it is hoped that instruction does not stop with the completion of this unit. There are many more ways that you can help the student become more competent in the use of the telephone.

The following is a list of additional activities for success in teaching proper use of the telephone. I urge you to try some of them.

1. Have a speaker from the telephone company talk to your class.
2. Contact your school representative from the local telephone company office. Have her explain the Teletrainer to you.
3. Have the student answer the telephone in the school office for a day.
4. Have the student work through a volunteer agency to gain experience answering phones.
5. Contact local businesses and see if they would allow students to observe telephone answering for a few hours.
6. Contact your local telephone office for films on this subject.
7. Role play telephone technique situations.

## CCUBE TELEPHONE TECHNIQUES – PRE-TEST/POST-TEST

**Teacher's Guide and Key**

Answer each question by circling "T" for true, "F" for false, and "D" for do not know.

1. Some people have lost jobs because they cannot handle business calls on the telephone. T F D
2. When conducting business on the telephone, slang expressions do not affect the quality of the conversation. T F D
3. Your voice should have variance of tone when talking on the telephone. T F D
4. You should speak very slowly on the telephone. T F D
5. It is good to speak in a natural manner on the telephone. T F D
6. Your respect for others is noticeable during a telephone conversation. T F D
7. A PBX board is also called a switchboard. T F D
8. An operator cannot control calls on a PBX board. T F D
9. Some businesses have telephones similar to the regular telephone that is found in many homes. T F D
10. All company calls must first go through a switchboard. T F D
11. The PBX is the most popular type of telephone switchboard in business today. T F D
12. A push button telephone usually has ten buttons. T F D
13. The hold button on a push button telephone is at the far right. T F D
14. The hold button is usually a red color. T F D
15. If a line on a push button telephone has a solid light on, someone is talking on that line. T F D
16. You should answer the telephone after it has rung three times. T F D
17. A flashing light always means that line is ringing. T F D
18. If a call is first answered by a switchboard operator and then comes to your telephone, you should answer by giving the company name. T F D
19. To transfer a call you must first push down on the hold button. T F D
20. The intercom line is to be used just for within the company. T F D
21. There are message pads that most companies have to record telephone messages. T F D
22. When placing an outgoing call the first step is to push down on a line button that is lit. T F D
23. Once you have placed an outgoing call and the party has answered, it is helpful to identify yourself before starting the conversation. T F D
24. Station-to-station calls and person-to-person calls are considered long distance calls. T F D
25. If you are going to place a long distance call it is helpful to refer to a road map. T F D

## CCUBE TELEPHONE TECHNIQUES – ALTERNATE POST-TEST

**Teacher's Guide and Key**

1. In a telephone conversation the tone of your voice is important, so you should speak in a _____ tone.
2. In a telephone conversation, the words you use are important, so you should give _____ _____ explanations.
3. In a telephone conversation you should give the other party your undivided _____.
4. A PBX board is also called a _____.
5. The telephone becoming most popular in business today is the _____ _____ telephone.
6. The _____ button is always the button at the far left.
7. If a button is lit with a solid light on a telephone, it means someone is _____ _____ on that line.
8. If you answer a call that did not come through a switchboard, you should answer: a) first with the _____ name, b) second by identifying _____.
9. If you answer a call and it is not for you, to relay the call you should: a) push down on the _____ button and then b) push down on the _____ button and dial the office of the person being called.
10. If you are going to place an outgoing call, be sure you have the correct _____ _____.
11. To place an outgoing call on a push button telephone you should: a) find a button that _____ _____ and then b) _____ _____ on that button and then c) pick up the _____ _____ and then d) _____ the number.
12. If a _____ _____ call is made, the caller wishes to speak to a particular person.
13. If a station-to-station call is made, the caller will speak to _____ who answers.
14. From most telephones it is now possible to place a station-to-station call _____ the help of the operator.
15. If you want to know the time of day in another part of the country, you should refer to a _____ _____ map.

## CCUBE TELEPHONE TECHNIQUES – PRE-TEST/POST-TEST and ALTERNATE POST–TEST KEYS

**Teacher's Guide and Key**

### PRE-TEST/POST-TEST

| | | | | |
|---|---|---|---|---|
| 1. T | 6. T | 11. F | 16. F | 21. T |
| 2. F | 7. T | 12. F | 17. F | 22. F |
| 3. T | 8. F | 13. F | 18. F | 23. T |
| 4. F | 9. T | 14. T | 19. T | 24. T |
| 5. T | 10. F | 15. T | 20. T | 25. F |

### ALTERNATE POST-TEST

1. normal
2. clear
3. attention
4. switchboard
5. push button
6. hold
7. talking
8. a) company
   b) yourself
9. a) hold
   b) intercom line
10. telephone number
11. a) is not lit
    b) push down
    c) hand set
    d) dial
12. person-to-person
13. anyone
14. without
15. time zone

## ACTIVITY 1

Complete the blanks by writing in the correct words.

1. The tone of your voice will affect ease of conversation, so:
   Speak in a _____ tone.
   Speak with _____ of tone.

2. The words you use will affect the quality of your conversation, so:
   Do say _____ and "thank you"
   Do give _____ explanations.

3. Respect for others will affect your image, so:
   You should give the other party your undivided _____.
   You should show personal _____.

HOW DID YOU SCORE?

Correct your answers with the answers on the bottom of page 3. Place a check in the box below.

Six right, excellent ☐
Five right, good ☐
Four right, repeat the section ☐
Three right, see your teacher ☐

## ACTIVITY 2

Complete the blanks by writing in the correct words.

1. A PBX board is also called a _____.

2. An _____ can control calls on a switchboard.

3. A familiar telephone found at home and in the office is the _____ telephone.

4. The telephone becoming most popular today is the _____ _____ telephone.

5. The _____ button is always the button at the far left.

6. If a button is lit, it means someone is _____ on that line.

HOW DID YOU SCORE?

Correct your answers with the answers on the bottom of page 3. Place a check in the box below.

Six right, excellent ☐
Five right, good ☐
Four right, repeat the section ☐
Three right, see your teacher ☐

## ACTIVITY 3

Complete the blanks by writing in the correct words.

1. When the telephone rings:
   Push down on the _____ button.
   Pick up the _____ _____.

2. If the call did not come through a switchboard, answer:
   First with the _____ name.
   Second by identifying _____ .

3. If the call is not for you:
   Push down on the _____ button.
   Push down on _____ _____ button and dial the office of the person being called.

HOW DID YOU SCORE? Correct your answers with the answers on the bottom of page 3. Place a check in the box below.

Six right, excellent ☐
Five right, good ☐
Four right, repeat the section ☐
Three right, see your teacher ☐

## ACTIVITY 4

Complete the blanks by writing in the correct words.

1. Before placing a call be sure you have the correct _____ _____.

2. To place an outgoing call on a push button telephone:
   Find a button that _____ _____ _____
   _____ _____ on that button.
   Pick up the _____ _____ .
   _____ the number.
   After you dial, give the person _____ _____ _____ before you give up.

HOW DID YOU SCORE? Correct your answers with the answers on the bottom of page 3. Place a check in the box below.

Six right, excellent ☐
Five right, good ☐
Four right, repeat the section ☐
Three right, see your teacher ☐

## ACTIVITY 5

Complete the blanks by writing in the correct words.

1. If a station-to-station call is made, the caller will speak to _____ who answers.

2. If a person-to-person call is made, the caller wishes to speak to a _____ _____ .

3. From most telephones it is now possible to place a station-to-station call _____ the help of the operator.

4. From some telephones a person-to-person call can be dialed direct but an operator will _____ _____ .

5. Station-to-station and person-to-person calls are considered _____ _____ calls.

6. If you want to know the time of day in another part of the country you should refer to a _____ _____ map.

HOW DID YOU SCORE?

Correct your answers with the answers at the bottom of this page. Place a check in the box below.

Six right, excellent ☐
Five right, good ☐
Four right, repeat the section ☐
Three right, see your teacher ☐

**ANSWERS TO ACTIVITIES – TURN PAGE UPSIDE DOWN**

**Activity 1**
1. normal
variance
2. please
clear
3. attention
interest

**Activity 2**
1. switchboard
2. operator
3. regular
4. push button
5. hold
6. talking

**Activity 3**
1. dialing
hand set
2. company
yourself
3. hold
intercom line

**Activity 4**
1. telephone number
2. is not lit
push down
hand set
dial
time to answer

**Activity 5**
1. anyone
2. particular person
3. without
4. cut in
5. long distance
6. time zone

**CHECK EACH JOB WITH ANSWERS ON PAGE 6**

**JOB 1**

A. You are an employee for the Telex Corporation. The calls that come in to your office do not come through a switchboard. The telephone rings and you have to answer it. Write exactly what you would say.

_____

B. You are an employee in the personnel department at San Francisco City Hall. The calls that come in to your office go first through a switchboard operator. The telephone rings and you have to answer it. Write exactly what you would say.

_____

**JOB 2**

Using the following information, record the message on the telephone form at the bottom of this page.

You are a cashier in the office of the Lodi Water Department. Ms. Yolanda Torres is out of the office so you answer her telephone. The caller is Mrs. Sandra Smith from Farmers United. Mrs. Smith would like Ms. Torres to call her at 758-6327. The time is 9:20. The date is today.

DATE _____ TIME _____

TO _____

**WHILE YOU WERE OUT**

M. _____

OF _____

PHONE NO. ( ___ ) _____
Area Code

| | | | |
|---|---|---|---|
| TELEPHONED | | WAS IN | |
| PLEASE CALL | | WILL RETURN | |
| WILL CALL AGAIN | | IMPORTANT | |

MESSAGE _____

_____

_____

_____

_____

SIGNED _____

**JOB 3**

A. You are an employee for the Bakersfield Flying School. You place a call to PG&E and wish to speak to Mr. Portier. What would you say first when someone at PG&E answers the call?

_____

B. You are speaking on a push button telephone when another line rings that you must answer. List the steps in correct order that you would take to answer the call.

_____

_____

_____

**JOB 4**

Below is a time zone map that you can refer to before making long distance calls. Notice the United States is divided into four time zones – Pacific, Mountain, Central, and Eastern. Also notice that there is one hour difference as you move into each zone. With this in mind, answer the following questions.

If it is 9:30 a.m. in California, what time is it in

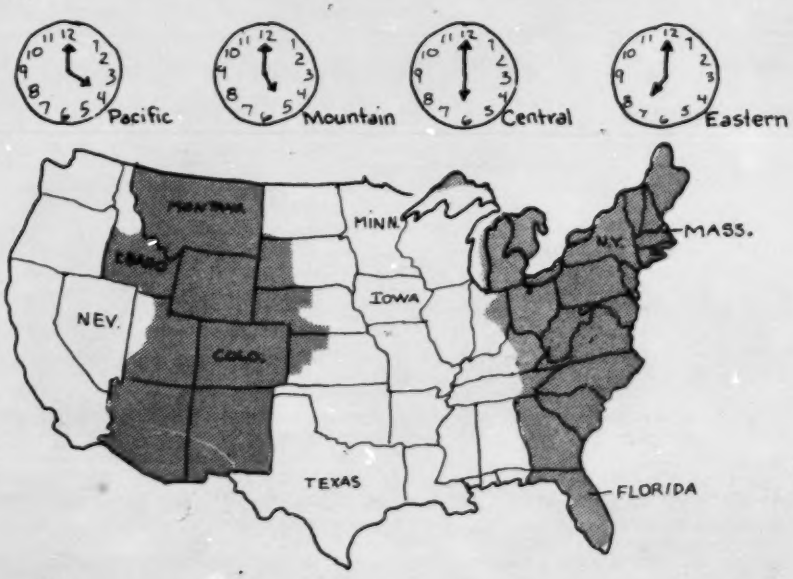
Massachusetts _____ Montana _____ Texas _____

You are to assume all working hours are from 8 a.m. to 5 p.m. If you are working in an office in Oregon and it is 3 p.m., could you still reach someone at work in

Iowa _____ New York _____ Colorado _____

Which time zones do each of the following states fall into

Minnesota _____ Nevada _____ Florida _____ Idaho _____



## ANSWERS TO JOBS

**JOB 1A.** You must first identify the company, then identify yourself.
Suggested answers:

"Telex Corporation, (your name) speaking"

or

"Good Morning, Telex Corporation, (your name) speaking"

**B.** You must first identify the department, then identify yourself.
Suggested answers:

"Personnel Department, (your name) speaking"

or

"Personnel Department, (your name), may I help you?"

**JOB 2**

DATE: TODAY TIME: 9:20 TO: YOLANDA TORRES
M. MRS. SANDRA SMITH OF FARMERS UNITED
PHONE NO. ( ) 758-6327
Area Code

| | |
|---|---|
| TELEPHONE | X |
| PLEASE CALL | X |
| WILL CALL AGAIN | |
| WAS IN ☐ WILL RETURN | |
| IMPORTANT | |

MESSAGE

SIGNED O. Brett

**JOB 3A.** You must identify yourself before beginning the conversation.
Suggested answer:

"This is (your name) from Bakersfield Flying School, may I speak with Mr. Portier"

**B.** 1. Ask the person with whom you are speaking if he will wait while you answer the other call.
2. Push down on the hold button and release it
3. Go to the call that is coming in, push down on that button and answer

**JOB 4.** 12:30 p.m. 10:30 a.m. 11:30 a.m.
no no yes
Central Pacific Eastern Mountain